

ABSTRACT

A system for tracking a billing cycle in a billing system includes a data tracking engine and a rule-based engine. The rule-base engine retrieves information from the billing system during the billing cycle based on a set of rules, and provides the data to the data tracking engine. The data tracking engine generates status information and reports based on the data. The status information and reports can be accessed via a web client to monitor the billing cycle. Additionally, the rule-based engine identifies events in the billing cycle and generates a notification to alert a person if the event is not successfully completed according to a billing schedule. The notification can be accessed via a web client or a wireless communications device. The rule-based engine can subsequently issue an escalated notification to alert another user if the event has not successfully completed at a later time.